Lab Tests Auckland Pathology Service KPI Reporting 2014
KPI definition - Template version 3

Colour coding of cells

- yellow cells have conditional formatting and a target
- green cells contain values that do meet target
- orange cells contain a value that does do not meet target
- blue cells indicate contracted KPIs

							Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	3/01/14	6/01/14	7/01/14	8/01/14	9/01/14	10/01/14	13/01/14	14/01/14	15/01/14	16/01/14	17/01/14	20/01/14	21/01/14	22/01/14	23/01/14	24/01/14	Public Holiday	28/01/14	29/01/14	30/01/14	31/01/14
		1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received			number	1379	1749	1606	1477	1,551	1517	1756	1716	1564	1,521	1544	1690	1656	1656	1,612	1714		1890	1794	1,656	1519
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	532	687	713	664	756	679	748	806	724	699	709	723	756	756	772	781		858	835	776	681
1.2		Total calls answered	Number of calls answered			number	1,339	1,715	1,566	1,457	1,524	1,486	1,716	1,666	1,531	1,498	1,490	1,664	1,607	1,607	1,571	1,639		1,847	1,757	1,607	1,477
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.9%	1.9%	2.5%	1.4%	1.7%	2.0%	2.3%	2.9%	2.1%	1.5%	3.5%	1.5%	3.0%	3.0%	2.5%	4.4%		2.3%	2.1%	3.0%	2.8%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.8%	0.9%	2.7%	1.2%	1.9%	1.6%	2.4%	2.5%	1.5%	1.6%	2.8%	0.7%	2.1%	2.1%	2.3%	2.8%		0.6%	1.1%	2.3%	1.3%
1.4		Results calls	Number of calls requesting test results			number	532	687	713	664	756	679	748	806	724	699	709	723	756	756	772	781		858	835	776	681
1.5		% results calls	1.4 divided by 1.2			percent	38.6%	39.3%	44.4%	45.0%	48.7%	44.8%	42.6%	47.0%	46.3%	46.0%	45.9%	42.8%	45.7%	45.7%	47.9%	45.6%		45.4%	46.5%	46.9%	44.8%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	18	23	13	13	15	14	49	41	67	32	44	31	34	34	35	22		32	14	42	31
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	57	56	47	47	65	47	165	68	67	52	101	74	53	53	62	131		85	61	95	49
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.1%	3.2%	2.9%	3.2%	4.2%	3.1%	9.4%	4.0%	4.3%	3.4%	6.5%	4.4%	3.2%	3.2%	3.9%	7.6%		4.5%	3.4%	5.7%	3.2%
		2. COLLECTION CENTRES																									
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time)	less than	30	minutes	11	16	12	8	8	9	13	10	9	7	8	10	9	7	8	9		13	8	7	9
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample of patients attending Auckland collection centres between 7am and 11am (peak collection time)	less than	30	minutes	7	11	8	6	6	6	7	8	8	7	8	9	7	7	6	6		8	7	6	7
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	less than	30	minutes	7	13	10	7	8	9	10	9	7	6	8	10	8	7	7	8		12	10	8	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	2,351	4,048	3,699	3,205	3,090	3,358	3,893	3,705	3,312	3,217	3,447	3,935	3,528	3,258	3,246	3,581		4,281	3,621	3,387	3,613
2.5		Long waits	Number of people waiting over 30 minutes			number	115	391	160	41	28	91	170	113	75	40	79	128	105	63	59	74		191	64	29	71
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.9%	9.7%	4.3%	1.3%	0.9%	2.7%	3.6%	3.0%	2.3%	1.2%	2.3%	3.3%	3.0%	1.9%	1.8%	2.1%		4.5%	1.8%	0.9%	0.2%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	93	120	190	96	123	105	134	214	204	128	188	124	153	165	104	140		132	124	95	70
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than	4:00	hours: minutes	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00		4:00	4:00	4:00	4:00
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)			hours: minutes	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00		32:00	32:00	32:00	32:00
		3. HOME VISITS																									
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)			number	542	677	600	521	450	469	578	535	404	463	497	544	619	487	488	558		567	564	500	511
3.2		Home visits attended	Number of home visits attended for the day			number	527	631	569	510	443	464	570	528	399	457	493	528	606	482	483	542		559	560	495	506
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	97.2%	93.2%	94.8%	97.9%	98.4%	98.9%	98.6%	98.7%	98.8%	98.7%	99.2%	97.0%	97.9%	99.0%	99.0%	97.1%		98.6%	99.3%	99.0%	99.0%
3.4		Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)			number	16	25	22	26	18	20	27	25	17	28	38	29	18	13	35	36		23	21	20	32
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	16	25	22	26	18	20	27	25	17	28	38	29	18	13	35	36		23	21	20	32
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater then	99%	percent	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
		4. LAB																									
4.1		Patient episodes	Total number of patient episodes			number	6,511	10,676	9,727	9,082	8,773	9,124	10,490	10,053	9,365	9,156	9,467	10,753	9,780	9,334	9,191	9,606		11,476	10,249	9,601	9,914
4.2		Patient tests	Total number of patient tests performed			number	24,659	42,382	40,781	38,379	36,492	37,501	41,428	42,377	39,538	37,575	38,553	42,935	41,053	38,956	37,591	39,732		44,679	42,525	39,874	40,804
4.3		Urgent tests	Total number of urgent tests			number	356	492	423	323	305	353	397	443	334	357	383	442	449	351	325	450		540	357	414	471
4.4		% urgent tests	4.3 divided by 4.2			percent	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed timeframes (kpi to be reported once a month only - first day of month for previous month performance)	equal to	100%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%
4.6		Critical results	Number of critical test results			number	33	43	46	20	18	34	39	28	23	30	30	36	35	24	42	33		46	26	19	33
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)			number	33	42	46	20	18	34	39	28	23	30	30	36	35	24	42	33		46	26	19	33
4.8	yes	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	greater then	98%	percent	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	53	39	52	28	40	33	67	61	33	92	42	59	54	50	64	38		72	40	46	33
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	percent	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%		0.2%	0.1%	0.1%	0.1%
4.13	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples)	less than	20:00	hours: minutes																					

item	Contract	Indicator	Definition		Target	Unit	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
							3/01/14	6/01/14	7/01/14	8/01/14	9/01/14	10/01/14	13/01/14	14/01/14	15/01/14	16/01/14	17/01/14	20/01/14	21/01/14	22/01/14	23/01/14	24/01/14	Public Holiday	28/01/14	29/01/14	30/01/14	31/01/14
4.14	Yes	Timely attendance frozen sections and booked cytology for FNAs	% of timely attendance for booked frozen sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater then	95%	percent	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
		5. TURNAROUND TIME NON-URGENT																									
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:15	5:07	5:15	4:33	4:35	4:45	5:28	5:22	5:45	4:53	5:05	5:30	5:12	5:19	4:54	5:14		5:40	5:33	5:08	5:21
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	0:51	1:29	1:16	1:02	1:05	1:07	1:33	1:22	1:51	1:17	1:05	1:23	1:19	1:10	1:02	0:58		1:32	1:32	1:12	1:13
5.1c	yes	Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	7:00	7:00	9:00	7:00	7:00	7:00	9:00	9:00	9:00	7:00	8:00	10:00	8:00	8:00	7:00	10:00		10:00	9:00	7:00	10:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:30	5:31	6:00	5:42	5:05	5:11	5:48	6:18	6:02	6:27	6:05	5:57	5:42	6:07	5:24	6:09		6:24	6:28	5:32	5:39
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	0:59	1:50	1:58	2:04	1:30	1:30	1:49	2:13	2:03	2:50	1:59	1:46	1:45	1:48	1:29	1:49		2:12	2:22	1:33	1:25
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	7:00	8:00	10:00	9:00	7:00	7:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	7:00	10:00		10:00	10:00	8:00	10:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:20	6:00	6:03	5:40	5:53	5:34	5:32	6:39	6:24	6:22	6:27	6:08	5:58	6:16	5:22	6:04		6:46	6:24	6:16	5:33
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:29	2:42	2:31	2:27	2:41	2:12	1:56	2:49	2:53	3:03	2:37	2:27	2:36	2:20	1:50	2:00		2:51	2:42	2:31	1:40
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -IN ZONE	less than	12:00	hours: minutes	3:00	5:00	3:00	3:00	5:00	4:00	4:00	4:00	4:00	5:00	6:00	3:00	3:00	5:00	5:00	3:00		5:00	9:00	2:00	5:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:29	5:33	6:03	5:40	5:05	5:10	5:47	6:18	6:02	6:22	6:12	5:57	5:43	6:13	5:25	6:15		6:21	6:32	5:35	5:41
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:01	1:54	2:02	2:04	1:32	1:30	1:49	2:17	2:05	2:48	2:08	1:47	1:48	1:56	1:32	1:54		2:11	2:27	1:38	1:29
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00	hours: minutes	7:00	8:00	10:00	9:00	7:00	7:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	8:00	10:00		10:00	10:00	8:00	10:00
5.6a	Yes	Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working days	less than	3.0	working days	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0		2.0	2.0	2.0	2.0
5.6b	yes	Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0
5.6c	yes	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	3.0	7.5	9.0	4.0	5.0	8.0	6.0	7.0	8.0	7.0	4.0	8.0	7.0	7.0	8.0	9.0		8.0	8.0	8.0	10.0
5.7a		Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours: minutes			24:11	24:23	24:24	23:04		23:25	31:48	24:34	24:13		31:28	24:33	23:40	23:44			28:09	24:51	25:08
5.7b		Total TAT - Urine Micro & Culture - non-urgent	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	48:00	hours: minutes			22:05	20:23	20:48	19:48		19:15	28:56	20:34	21:01		30:07	20:47	20:15	19:52			23:33	20:46	21:28
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days			1.3	1.3	1.3	1.3		1.3	1.5	1.5	1.3		1.3	1.3	1.3	1.3			1.3	1.3	1.3
5.8		Lab TAT - Routine Biochem and Haem	Percentage of biochem & haem reports with TAT (from receipt of test in lab to communication of results) less than 48 hours	greater then	90%	percent	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%		100.0%	100.0%	100.0%	100.0%
		URGENT																									
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:18	3:19	3:19	3:04	3:18	3:23	3:19	3:26	3:14	3:34	3:13	3:33	3:13	3:18	3:20	3:17		3:32	3:24	3:20	3:24
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:37	0:39	0:33	0:31	0:33	0:42	0:36	0:34	0:31	0:50	0:35	0:42	0:38	0:43	0:40	0:40		0:43	0:38	0:33	0:35
5.9c	yes	Total TAT INR 95% percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00		5:00	5:00	5:00	5:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:24	3:54	2:57	4:00	3:07	3:59	3:34	3:18	3:20	3:19	3:39	3:27	3:23	3:27	3:28	3:26		3:15	3:45	4:28	3:51
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:52	1:28	0:52	1:23	0:54	1:18	0:58	1:02	0:55	1:02	1:16	0:56	1:00	1:07	1:01	1:02		0:58	1:19	1:50	0:54
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	6:00	3:00	3:00	24:00	4:00	12:00	5:30	4:00	4:00	4:00	9:00	6:00	3:00	5:00	6:00	5:00		3:00	4:00	12:00	6:00
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater then	95%	percent	100.0%	99.2%	99.4%	99.2%	97.7%	98.9%	97.5%	98.8%	99.3%	99.3%	99.1%	99.2%	100.0%	100.0%	99.6%	99.2%		98.6%	98.6%	99.1%	97.7%
		6. RECOLLECTS																									
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	4,514	7,649	6,760	6,161	5,877	6,271	7,193	6,863	6,221	6,117	6,383	7,481	6,568	6,192	6,134	6,519		7,964	6,731	6,302	6,756
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	8	29	15	22	21	25	22	21	27	10	25	19	28	22	23	18		23	21	18	21
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.0%	0.4%	0.2%	0.4%	0.4%	0.4%	0.3%	0.3%	0.4%	0.2%	0.4%	0.3%	0.4%	0.4%	0.4%	0.3%		0.3%	0.3%	0.3%	0.3%
		7. QUALITY IMPROVEMENT	**note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"**																								
7.1		Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman			number																					
7.2		Events / issues closed	Number of issues / events closed year to date			number																					
7.3		Timely closure	Number of events closed by due date (within six months)			number																					
7.4		Total Complaints	Number of complaints received year to date			number	-					-					1					2					4
7.5		Complaints closed	Number of complaints closed year to date			number	-					-					1					2					2
7.6		New complaints	Number of new complaints received this week			number	0					0					1					1					2

								Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit		3/01/14	6/01/14	7/01/14	8/01/14	9/01/14	10/01/14	13/01/14	14/01/14	15/01/14	16/01/14	17/01/14	20/01/14	21/01/14	22/01/14	23/01/14	24/01/14	Public Holiday	28/01/14	29/01/14	30/01/14	31/01/14
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number		-					-					1					1					2
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number		-					-					1					2					2
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																						
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%	percent																						
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent		100.0%					100.0%					100.0%					100.0%					100.0%